

Okaloosa County Board of County Commissioners

Policy for Resolution of High Consumption Issues on Non Residential Accounts

This policy will apply to any non single family residential account connected to the Okaloosa County Water & Sewer System.

This policy will apply to any non single family residential account which experiences unusually high consumption due to a leak on the service line or internal plumbing which did not go into the sanitary sewer collection system. Unusually high consumption shall be defined as consumption which causes the combined water & sewer bill to be at least 50% higher than a normal month or months for a one or two consecutive month period.

The Director of the Okaloosa County Water & Sewer System is authorized to approve the adjustment of both the sewer and water consumption portion of the bill or bills. The sewer portion of the charges will be adjusted to a level equal to a normal bill for the month or two months in question. A normal month is defined as the average of the same month or months for the three prior years. For example; if the high consumption occurred during the month of December, the adjustment would be to a level equal to the average of the consumption of the December bills from the prior three years. The customer must furnish a written statement from a licensed plumber that the excessive consumption was caused by a leak on the service line or internal plumbing which did not go into the sanitary sewer collection system. The water portion of the charges will be adjusted to 50% of the total water charges up to a limit of \$3,000.00.

The adjustment shall be limited to excess consumption of three million gallons in any one month or two consecutive month period.

There shall be no adjustment of the Readiness to Serve or Customer Service portion of the bill. There shall be no adjustment to any portion of the bill which is collected by Okaloosa County Water & Sewer System for other entities such as, Solid Waste, Landfill, Recycling, MSBU, MSTU or any other non water & sewer charge.